

Summer 2010 Community Health

A Publication of Snoqualmie Valley Hospital and Clinics

Trading Spaces

Snoqualmie Valley Hospital and Clinics Remodel



Clinic Exam Rooms

(Left to Right) Andi Reyes, RN; Karen Lajambe, MS, ARNP Board Certified Family Practice and Alison Gabel, Primary Care Clinic / Occupational Health Coordinator presents one of the three new patient rooms at the Primary Care Clinic.



Day Room

Darrin Seitz and Carolyn Newton, CNA, Rehabilitation Aide utilize the new day room for recreational activities. Seitz bowls on the Wii, a video console, which also benefits his balance and coordination skills.



Laboratory

(Left to Right) Karen McIlquham, Lab Manager; Kathy Burns, Medical Technologist; Tamara Baldauf, Lab Technician and Lyn Peck, Medical Technologist present their new processing area.

All Photographs by Lindsey Oliver

Just off the hospital lobby, three newly constructed exam rooms were created to provide primary care in the hospital. Next, three administrative offices were replaced by one large multi-purpose day room. The new day room is utilized by our patients for social activities, exercise, music and horticulture activities and as a family visiting room. It also provides a place patients can use for leisure time such as reading and enjoying the panoramic view of the Snoqualmie Valley through the large windows. The room also serves as a dining area where our Sub-Acute Rehab patients eat their meals together. Our processing lab area was relocated to a substantially larger space within the hospital building. This move created space for two larger chemistry analyzers, which provide faster turn-around time and a more extensive test menu. This increases our on-site testing capabilities. We are very excited as an organization to better serve you with our newly remodeled spaces. ■

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NEW Animation



Our Snoqualmie Valley Hospital District has created a new animation that describes the services we provide to serve you and your family.

View animation at:
www.snoqualmiehospital.org



Urvi Shah: SVH Extern

Photograph by: Lindsey Oliver

Externship Testimonial

by: Urvi Shah
Health Unit Coordinator
Bellevue College (Class of 2010)

An externship at Snoqualmie Valley Hospital (SVH) was the final part of my Health Unit Coordinator (HUC) course at Bellevue College. It was the most exciting part of the course as I got to

I could get hands-on experience, which was the most exciting part

interact with and learn from some of the very friendly and helpful SVH staff.

On the very first day, Kristin, Nurse Informaticist, had me introduced to the Electronic Medical Record system as well as Philip Koziol, Senior Program Manager, introduced me to all members of the hospital. Philip set up my schedule such that I could work in

multiple departments to maximize my learning. I worked in the Emergency Department (ED) as well as on the Medical Surgical (Med-Surg) floor. Working in these two departments helped me appreciate the specialty of each department in addition to learning the practical HUC tasks.

On the Med-Surg floor the gamut of tasks was wide and the learning was deep. I got to experience hands-on coordination between various departments including the Admissions, Lab, Kitchen, Medical Records, Radiology, Recreational Therapy and Social Work departments. Lisa and Rebecca, Med-Surg Unit Coordinators, helped me understand each type of task. It was amazing to see how efficiently they multi-tasked. They even let me handle some of the tasks so I could get hands-on experience, which was the most exciting part. I interpreted medical reports, transcribed doctors' orders, prioritized between surge of

tasks, prepared patient charts and performed a variety of cross-department coordination tasks.

On the ED floor I realized the department was different. While it is comparatively relaxed, it requires quick action and high degree of efficiency

Working here seems like being a part of a family

to handle urgent tasks fast and effectively. I shadowed Juliana, ED Unit Coordinator, for patient registration, transfers and discharges.

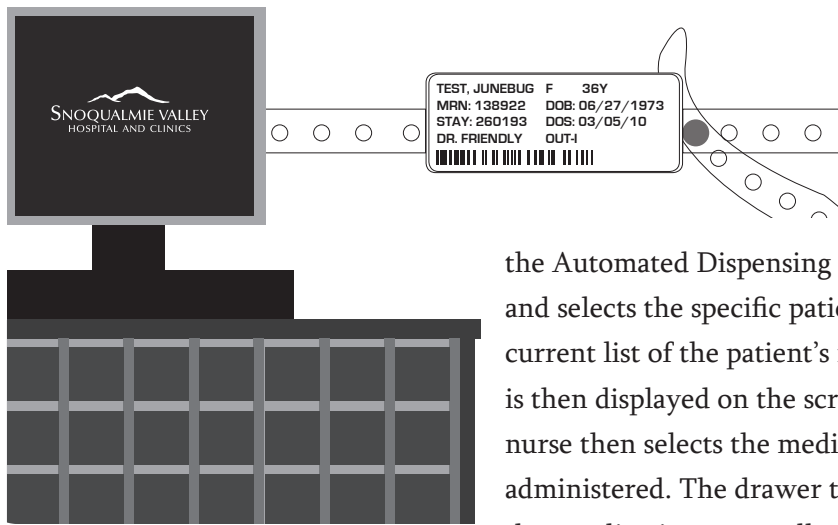
Of course working at SVH is not all work and no play. I had fun and enjoyed good networking opportunities in events like the ice cream party during Employee Appreciation Week as well as the sunny Friday lunch party with yummy Mexican food prepared by SVH staff. Given the small, efficient structure of the SVH, working here seems like being a part of a family.

Thank you SVH for all the fun and the valuable learning experience. I hope to come back to SVH as a HUC and be a part of this great family again.■

Volunteer Program

Carol Waters, Volunteer Coordinator

"Volunteers are essential at Snoqualmie Valley Hospital. As our Goodwill Ambassadors our adult and student volunteers provide greatly needed assistance to patients, families and the community. Volunteers embody our mission to serve our guests, families, and staff with respect, sensitivity and excellence of service."



Medication Distribution

by: Ron Bennett, Pharmacy Director

The Institute of Medicine published a landmark report in 2000 entitled, “To Err is Human: Building a Safer Health System.” The report stated that an estimated 7,000 deaths occur annually due to medication errors either in or out of the hospital. According to a 2005 FDA report, medication-related adverse events result in 1.3 million injuries per year in the United States.

Snoqualmie Valley Hospital has already begun to address this critical issue by implementing an electronic medical record, standardization, and 24-hour pharmacy review of all medication orders. In addition to these proven safety measures, Snoqualmie Valley Hospital recently implemented two new technologies that work together to further protect patients and staff from medication administration errors. The first of these new technologies is profile-based Automated Dispensing Cabinets. Automated Dispensing Cabinets provide computer-controlled storage, dispensing and tracking of medications at the bed side. When it is time for a medication to be administered, the nurse goes to

the Automated Dispensing Cabinet and selects the specific patient. A current list of the patient’s medication is then displayed on the screen. The nurse then selects the medication to be administered. The drawer that contains that medication opens allowing the nurse to remove the medication. The medication is then taken to the patient’s room.

The next newly implemented technology involves Bar-Coded Medication Administration. This method electronically links the right patient to the right medication at the right time. After the medication has been removed from the Automated Dispensing Cabinet, the nurse then scans the patient’s bar-coded hospital ID bracelet using a bar-code reader. This links the medication profile to the correct patient. The nurse then scans the bar-coded medication. This ensures that the right patient is receiving the right medication at the right time. Safety features built into the system will alert nurses if a wrong medication is selected, if the dose is incorrect, if medication names sound similar, or if a patient is allergic to a particular medication.

Snoqualmie Valley Hospital is committed to what is best for the patient’s we serve. Bar-Coded Medication Administration and Automated Dispensing Cabinets are a reflection of that commitment.■

Coordinated Cardiac Care

by: Carolyn Holmes, RN
Nurse Manager, Invasive
Cardiovascular Services
Overlake Hospital

When a person is having a heart attack, it’s crucial that the blocked coronary artery is opened as fast as possible. The sooner blood flow is restored, the more heart muscle is saved.

To offer the best care for someone having a heart attack, Overlake Hospital Medical Center and Snoqualmie Valley Hospital have developed a united system of care to provide an extremely fast and safe transfer between the two facilities.

A team of staff and physicians from both facilities and the EMS system worked to develop a detailed plan which includes a single call to Overlake that activates a Cardiologist, the Heart Catheterization (Cath) Lab team, the Emergency Department (ED), and the Critical Care Unit.

As the patient is being transported from Snoqualmie Valley Hospital, the Overlake ED, the Cardiologist and the Cath Lab team prepare to receive the patient and take them directly into the Cath Lab.

The drill proved both of our teams are prepared to face any situation that may arise and to provide patients with life-saving care.

Resource Directory

With the help of a \$10,000 grant from KC United Way, PHA will launch a website this Fall and publish an online Resource Directory for Older Adults and their families and caregivers.

Directory topics:

HEALTH CARE SERVICES

Primary, urgent, emergency and specialty care

HOUSING OPTIONS

Adult family homes, moving assistance, nursing home, retirement and assisted living facilities

EMERGENCY ASSISTANCE (NON-MEDICAL)

Housing, financial and safety assistance

FINANCIAL ASSISTANCE

Social Security, Medicare, Medicaid, home, community, VA-based service

FOOD/ NUTRITION ASSISTANCE

Food banks, food stamps, hot lunch programs, home delivered meals

LEGAL SERVICES

LIVING AT HOME

Adult Day Care, Adult Day Health Care, Personal Care, Home Health, repair, respite, and volunteer services

RECREATION, ACTIVITY, SOCIAL

Senior, community, fitness and recreation centers

SOCIAL SERVICES / CASE MANAGEMENT

SUPPORT GROUPS

TRANSPORTATION

To suggest organizations, agencies or companies:

<http://bit.ly/PHA-survey>

Partners for Healthy Aging

by: **Scott Scowcroft**
Community Liaison

There is something very special about the Valley. At least that's the belief held by the Partners for Healthy Aging whose mission is, "to promote the health, well- being and independence for older adults living in Snoqualmie Valley, and to support their families and caregivers.



Founding Members

"Collectively, we hope to strengthen the Snoqualmie Valley's infrastructure for older adults, their families and caregivers," said Scott Scowcroft, Community Liaison for Snoqualmie Valley Hospital District and PHA founding member. "It just seemed natural to take this approach."

Another founding member, Sno-Valley Senior Center and Adult Day program Director Amara Oden, continued, "Community partnerships allow us to address issues holistically and speak credibly with a single voice. One example was during the recent Washington State legislative session when PHA joined others to successfully advocate for restoration of state funding of Adult Day programs."

Ruth Tolmasoff, Mount Si Senior Center Director and third PHA founding member, observes older adults and their families use senior centers as a focal point for delivery of services. "We're blessed that local senior centers employ advocates to help families and caregivers find services and solve problems. What we lack, however, is an up-to-date Valley-specific resource directory to supplement the work of the advocates. That's why creating just such a directory has become our top priority."

PHA Membership

If you are interested in making a positive difference, consider becoming an active Partner for Healthy Aging member. To monitor, observe and support the cause without obligation, join as a Friend of PHA.

Either way, you'll be helping secure the health and well-being of the community, its older citizens, families and friends. For more information contact Scott Scowcroft scotts@snoqualmiehospital.org 425-831-3404.

Adult Day Health Program

by: Lindsey Oliver
Marketing Coordinator

Amara Oden, Director of the Sno-Valley Senior Center in Carnation, oversees all the programs that run at the senior center including the Adult Day program. Due to economic challenges and funding cuts from the government, the possibility of the program's closure was high. If that were to occur, the program would have been reduced to an Adult Day Care program, which would not be able to support the level of care needed for the current participants as it would eliminate the on-site nurses. It was concluded that if an organization would be willing to provide financial support for the two nurses, the program could function without disruption of its current operation.

Oden explained the situation concerning the Adult Day program at the Board of Commissioners meeting in August 2009. Snoqualmie Valley Hospital District agreed to hire and pay the wages of the two on-site nurses with a one year contract. Lori Fillion,

Keep their dignity and keep them independent

a Registered Nurse who has worked at the senior center for nine years and Jan Smith, a Licensed Practical Nurse who has been there for five years, were the two hired and now supported by the Hospital District.

Oden explained that this program is vital to the community, as it provides

respite for each of the participant's caregivers and gives each participant social interactions with others. Furthermore, it is an affordable way to acquire a high-level of health care without living in a nursing home. Comparatively the Adult Day program is approximately \$7,200 a year whereas a nursing home can be \$75,000 per year.

The typical hours of operation for the Adult Day program are 9:30 a.m. - 2:30 p.m. Monday through Thursday. In addition, a van goes to each participants home and picks them up and drops them back off at home every afternoon. Joan Wheeler the Activity Coordinator at the senior center noted that she hears from the participants how much they enjoy the scenic ride each morning. The van covers an area

Community Senior Centers: Get Connected



Issaquah Valley Senior Center

75 Northeast Creek Way
Issaquah, WA 98027-3351
(425) 392-2381
www.issaquahseniorcenter.org



Mount Si Senior Center

411 Main Ave S.
North Bend, WA 98045
(425) 888-3434



Sno-Valley Senior Center

4610 Stephens Avenue
Carnation, WA 98014
(425) 333-4152
www.snovalleysenior.org

from Duvall, Fall City, Carnation, and arrangements can be made for Snoqualmie and North Bend residents as well.

An individualized care plan is created with the collaboration of the participant's primary physician, the on-site nurse and occupational therapist. This personalized plan is evaluated every three months to see if the participant's health has declined, maintained or improved. Oden stated, "Prevention of decline is a big deal." Smith, one of the nurses, explained that exercise and range of motion are some of the goals that are evaluated. For example, if the participant has trouble walking, the team will work together to track each step and distance the participant walks each day while at the program. This would be accomplished by pre-measuring the distance to and from destinations within the facility such as the restroom and dining area Smith said.

Wheeler coordinates all activities to stimulate certain social, physical and mental skills for all the participants. After the group eats lunch, members enjoy games and art projects which include cooking, nutrition, exercise, Bingo, horse shoes and word searches.

Be around other people and share experiences

"One of my main goals is to try and keep their dignity and keep them independent. I encourage them through the process of all activities. We don't want anyone to feel like they fail," Wheeler said. "We've been very grateful for the hospital supporting us so we can maintain the quality of care we strive for without having to make any changes."

The Adult Day program also has wonderful, steady volunteers. Jay Maize has been volunteering for

seven years and Sue Bucholsky has been participating for about two years. Along with the nurse and nurse's aid these volunteers really help make sure every participant feels acknowledged and involved. Marjorie Sierra, a participant for six years, says she enjoys coming to the Adult Day Health program "just to be around other people and share experiences." Another participant is involved with the senior center's exercise program and Bruce Edward's watercolor painting class. When asked why he likes to come to the Adult Day program he simply said, "People." One can conclude that social interaction is very important to these individuals.

The senior center is in phase one of remodeling. There are six phases, one of which will enlarge the Adult Day program room to allow for more participants. As of right now, the room is large enough for 12 participants.

The Sno-Valley Senior Center provides many other programs to the community, including daily lunches. To find out more information about the Sno-Valley Senior Center's services visit: <http://www.snovalleysenior.org>. The senior center is a thriving asset to the community as Oden noted that the senior center had 1,300 unique visitors with a total of 20,000 visits in 2009.■

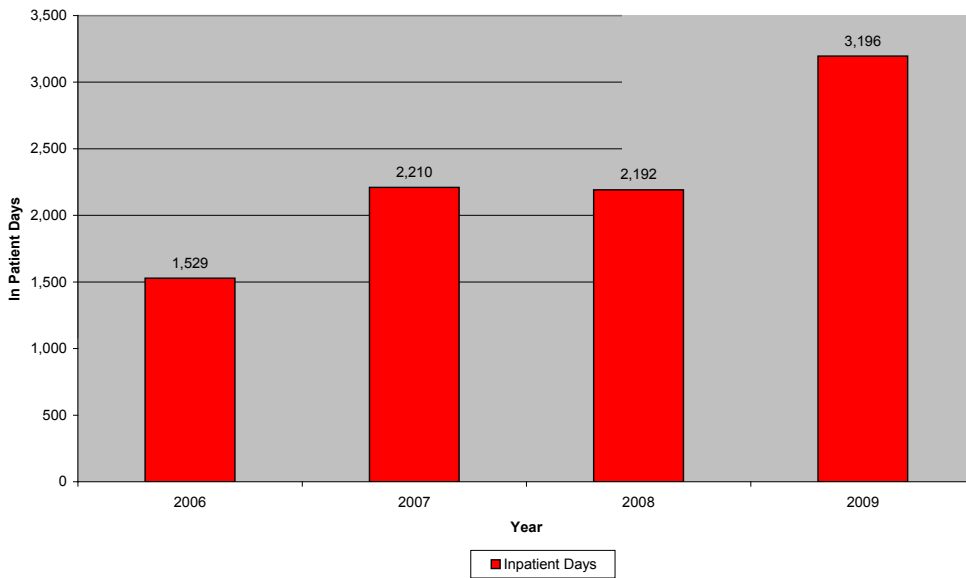
The Adult Day program group is doing a newspaper scavenger hunt which exercises each participant's tracking, concentration and memory skills.

Photograph by: Lindsey Oliver



Snoqualmie Valley Hospital

Number of Inpatient Days



Financial Growth

By: Steve Daniel
Chief Financial Officer

The hospital district continued to improve its financial status in 2009 by making a positive margin for the year. The improved financial result was due to an increase in patient volumes of 10% over 2008 levels. 2009 was a very successful year for the district, as we continued to increase our level of service to the community and improve our financial position. We have now been open for more than nine years, the longest period in our history, and we are continuing to grow. We project that our growth will continue throughout 2010.

Affordable Access

Health care you can afford

The Snoqualmie Valley Hospital District is committed to increasing the availability of health care in our community. Our Affordable Access program offers routine primary care services that are both cost-effective and convenient. A solid relationship with a medical expert encourages a healthier lifestyle, identifies and treats adverse health conditions earlier and reduces the need for costly specialty or emergency care.

Members may schedule appointments as needed for preventative care such as yearly exams, chronic disease management and in-office procedures.

Same or next day evaluation are available for minor injuries like cuts or sprains as well as illnesses such as cough, cold, sore throat or urinary tract infections.

Service Available at:	Cost:
North Bend Medical Clinic	\$30 per member per month
Fall City Medical Clinic	\$45 one time setup fee per member
Snoqualmie Ridge Medical Clinic	\$5 per visit fee

Call: (425) 831-3430 | E-mail: affordableaccess@snoqualmiehospital.org

This is not an insurance plan. It provides for primary care services only and makes no provision for emergency or specialty care.



My mom needs some rehab after her surgery and she doesn't want to go to a nursing home. Are there other options?

Yes, at Snoqualmie Valley Hospital, we have a Sub-Acute Rehab program for folks who are discharged from a hospital but are not ready to go home. The program provides comprehensive rehab and a 1 to 5 nurse patient ratio and it's close to home. Patients feel safe and secure knowing they are receiving great care. Give them a call to see if your mom qualifies.

For Referrals Call:
(425) 831-3401
(425) 831-2311

-Sue Mocker
Hospital Program Coordinator

Prescription Drug Drop-Off Stations

There are three prescription drop-off stations in King County of which two are located in Snoqualmie Valley.

Jim Schaffer, Snoqualmie Police Chief and President of the Snoqualmie Valley Hospital Foundation said, "The purpose for prescription drop-off stations is to provide citizens an easy and confidential way to dispose of unwanted prescription medications. This program also reduces teen access to prescription medication and helps eliminate harmful substances from being introduced into local streams and waterways."

North Bend Police Chief Mark Toner added, "We are grateful for the outstanding community support we've received including a generous grant from the class of 2012 Eastside Leadership 'Stop It, Drop It, Lock It!' team."

Items Accepted

Narcotics (OxyContin, Vicodin, etc.)
Prescribed medications
Over-the-counter medications
Medication samples
Medications for pets
Medicated ointments/lotions (prescription & over-the-counter)
Vitamins
Inhalers
EpiPens (unopened)



Protect your children from accessing medication and keep your families safe. Order your lock box online. www.lockmed.com

Photograph by: Lindsey Oliver

Items NOT Accepted

Needles/syringes
Thermometers or Mercury products (Mercurochrome, thimerosal, etc.)
IV bags or bloody/infectious waste
Personal care products (toothpaste & non-medicated shampoo: garbage or down the drain)
Hydrogen peroxide/other chemicals
Aerosol cans
EpiPens--used
Iodine solutions (Betadine, etc.)
Radioactives
Business waste
Empty containers (garbage)

Snoqualmie Police Department
www.ci.snoqualmie.wa.us
34825 Southeast Douglas Street
Snoqualmie, WA 98065-9220
(425) 888-3333

The King County Sheriff's Office
www.ci.north-bend.wa.us
1550 Boalch Avenue Northwest
North Bend, WA 98045-9426
(425) 888-4433

For more information or to view a video of the February 24th 2010 Youth Prescription Drug Abuse Prevention Forum at Mount Si High School, click on the FOUNDATION tab at: www.snoqualmiehospital.org.

NAMI

National Alliance on Mental Illness

Snoqualmie Valley Hospital was one of the sponsors of the National Alliance on Mental Illness (NAMI) Walks 2010 fund raiser. Their goal was \$150,000, and they raised \$158,000, the most successful NAMI Walks event ever.

Snoqualmie Valley Hospital District's team captain was Phil Koziol. Our goal for this year's event was \$500. But the employees of the hospital district raised \$645 for NAMI Walks 2010. The event was held at Magnuson Park on the shores of Lake Washington, and the weather cooperated with sunny skies for the 1,000 NAMI volunteers who walked in support of the mentally ill.

Community Events

Thomas the Train

July 9th - 11th
July 16th - 18th

Relay for Life

July 10th - 11th

3:3 Basketball Tournament

July 17th

Rotary Golf Tournament

July 30th

Festival at Mount Si

August 13th - 15th

Tour de Peaks

August 15th

Railroad Days

August 20th -22nd


SNOQUALMIE VALLEY
HOSPITAL AND CLINICS

Snoqualmie Valley Hospital

9575 Ethan Wade Way S.E.
Snoqualmie, WA 98065
(425) 831-2300

Snoqualmie Ridge Medical Clinic

35020 S.E. Kinsey St.
Snoqualmie
(425) 396-7682

Snoqualmie Ridge Women's Clinic

7726 Center Blvd. S.E.
Suite 230
Snoqualmie
(425) 831-1120

North Bend Medical Clinic

213 Bendigo Blvd. N.
Suite 1
North Bend
(425) 888-5130

Snoqualmie Specialty Clinic

9450 Ethan Wade Way S.E.
Snoqualmie
(425) 831-2313

Primary Care Clinic at SVH

9575 Ethan Wade Way S.E.
Snoqualmie
(425) 831-2333

Fall City Medical Clinic

4206 336th Place S.E.
Fall City
(425) 222-0800